

Jonny Calderon

Noblesville, IN 46060

Jonniesta@gmail.com

(317)213-4147

Motivated, Devoted, and a hard-worker. Adapts easily to working in different environments and extremely adept with different computer systems. Proficient in Microsoft Suites, Excel, Google Suites. Seasoned customer service representative specializing in troubleshooting and maintaining/growing customer relations. I am able to learn multiple systems easily and excel in retaining information.

#readytowork

Work Experience

Security Officer

Allied Universal

November 2019 to Present

Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry. Obtains help by sounding alarms. Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers. in order to create a safe work environment.

Senior Technician

Valvoline Instant Oil Change

April 2019 to March 2020

The positions requires me to be able to be able to get certified as a top side tech, bottom side tech, and a customer service advisor. Requires knowledge of products, and extra services we offer and the ins and outs of every service. I'm also responsible for opening and closing the store when I am the manager on duty. The position also entails me to train the new employees on everything I have become certified on. I also hold everyone accountable in order to create a safe work environment.

Part Sales Manager

AutoZone

May 2018 to May 2019

This job entails me to be able to open and close the store. Perform tasks such as auditing drawers, making deposits, unloading truck, and facing the store. I also perform battery tests, installs, and obd2 scans. I make sure to give the customer the absolute best service while shopping, and providing them with everything they need to get the job done right. This position required me to learn multiple systems in Autozone's internal core application. Customer relations and conflict resolution were my primary duties on the floor.

Stocker

Furniture Sales, Big Lots

December 2017 to June 2018

My job consists of several different things, from stocking products early in the morning, to being the main cashier for the store, furniture sales, and organizing aisles. My job required me to do anything and everything to be able to step into a position if someone calls off making me a well rounded employee.

Cook/Crew

Mc.Donalds

June 2017 to November 2017

This position required me to be adept at multitasking, working with multiple personalities, and interacting with a variety of customers. The fast paced environment was a valuable work experience. I was able to thrive in an environment that required me to juggle many responsibilities and ensure the customer was the priority of our service.

Door to Door Sales

Comcast - Noblesville, IN

April 2016 to June 2017

The sales position at Comcast required me to know the product inside and out, walk door to door selling our products value not price. The produce sold itself for the most part, my responsibility was to make the customer feel valued. That being said, product knowledge was critical and I made sure I knew them inside and out. Note taking and detailing customer interactions in a queue were required in this position. Overall, the position required a vast knowledge of product but an emphasis on customer service. The customer was always first.

Sales/Store Manager

Sagamore Ready Mix - Fishers, IN

June 2014 to March 2016

My position at Sagamore required me to understand the basics of colored concrete, with both homeowners, and contractors. I was also required to be computer savvy to operate several programs such as Command-Concrete, Microsoft applications, and Workforce. Learning multiple systems and making sure I knew how they interacted were critical for this position, in which I excelled.

Cashier

KFC - Noblesville, IN

February 2013 to January 2016

Working at KFC introduced me to my first set of skills which were; customer appreciation, organization, and cleanliness. I always made a customer feel at ease as soon as setting foot in the restaurant by greeting them. I also took orders efficiently and verified everything, and I would also walk around asking customers if they need anything.

Education

High school diploma

Skills

- - Proficient in Microsoft Office, Excel Docs, and Google Suites
- Team-Player, works well within a team

- Positive Personality, always looking for something to do
- Customer Service oriented
- Bilingual
- Spanish/English
- Customer Retention/ Conflict Resolution for escalated situations.
- Multi-Tasking in a fast-paced environment

Certifications and Licenses

CPR, AED, and Basic First Aid

February 2020 to February 2021

CPR and AED Certification